

Updating and changing Ticket status

To change the status of a Ticket, you need to :

1. Open the Tickets page and select the ticket you wish to change the status for.
2. Go to the Attributes section of the ticket and look for the status field.
3. Select the reason for status change from the drop-down menu. There are four reasons as listed below:
 - Open- Status used if the ticket is still open
 - Pending- Status used when waiting on the customer,
 - On Hold- Status used when waiting on a 3rd party and not the customer.
 - Resolved- Ticket is resolved

The screenshot shows the 'Ticket #54' interface. At the top, there's a header with 'Ticket #54', 'Priority: NORMAL', 'Priority Score: 20', and 'Status: OPEN'. A 'Resolve Ticket' button is in the top right. Below the header is the 'Attributes' section. It contains several fields: 'Team' (All Users), 'Assigned To' (Jayanthi Kumar), 'Priority' (Normal), and 'Status' (Open). The 'Status' dropdown menu is open, showing options: Open, Pending, On Hold, and Resolved. Below these are 'Tags' (No Tags) and 'Post-it Note' fields. The 'Categories' section has 'complaints' (Unassigned), 'Complaint type' (Unassigned), 'queries' (Unassigned), and a 'Text' field. A 'Save' button is at the bottom right of the Attributes section. Below this is the 'Attachments' section and a 'Timeline' section. The timeline shows a message from 'Puzzel Test Channel' at 'Sep 20, 2020 @ 8:03am' with the text 'Cannot assign rules to teams via Test'. Action buttons like '+ Add Task', '+ Add Note', 'Forward', and 'Reply' are visible.

Note

Options to allow the user for changing status can be configured in account settings.